

Vital Statistics

During the COVID-19 Pandemic

VSS Resources

December 10, 2020

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VSS Resources

- Define as, “If I need more information, to where do I go?”

VSS Resources Agenda

- Processing Times
- VRStatus
- Documentation Link
- vssrecordsmanagement@dshs.texas.gov – When to Use
- vssregistration@dshs.texas.gov – When to Use
- Determine the Status of a Record (LR & Hospitals)
- Find either Record or Amendment in Local Print Queue

Processing Times and Status of a Request

- Link: <https://www.dshs.texas.gov/vs/processing/>

Processing Times

The processing time starts when we receive your application and payment.

Order through [Texas.gov](https://www.texas.gov) for the fastest service. We process first the completed overnight mail applications submitted with the required expedited fee.

Note: Processing time does not include shipping time. Incomplete applications (includes missing or wrong supporting documents) will be rejected and returned to the customer and considered closed. If a rejected application is resubmitted with corrections,

Processing Times and Status of a Request

Birth

| Order Type | Texas.gov Order Processing Time* | Mail-In Order Processing Time* |
|----------------------------------------|----------------------------------|--------------------------------|
| Birth Certificates | 10-15 days | 25-30 days |
| Birth Verifications | 10-15 days | 25-30 days |
| Birth Certificate Correction/Amendment | Service Not Available | 25-30 days |
| Adoptions | Service Not Available | 25-30 days |
| Add/Change/Remove a parent | Service Not Available | 25-30 days |

**Processing times are listed in business days.*

Processing Times and Status of a Request

Death

| Order Type | Texas.gov Order Processing Time* | Mail-In Order Processing Time* |
|----------------------------------------|----------------------------------|--------------------------------|
| Death Certificates | 10-15 days | 25-30 days |
| Death Verifications | 10-15 days | 25-30 days |
| Death Certificate Correction/Amendment | Service Not Available | 25-30 days |

**Processing times are listed in business days.*

Processing Times and Status of a Request

Marriage/Divorce

| Order Type | Texas.gov Order Processing Time* | Mail-In Order Processing Time* |
|------------------------|----------------------------------|--------------------------------|
| Divorce Verifications | 10-15 days | 25-30 days |
| Marriage Verifications | 10-15 days | 25-30 days |

**Processing times are listed in business days.*

Status of a Request

- Link: <https://www.dshs.texas.gov/orderstatus/>

Check Order Status



We are committed to providing our customers with excellent customer service.

If you recently ordered a vital record from us, please see the [Processing Times](#) page to find out the average time it takes for you to receive your order.

To check the status of your order, choose the correct form below:

CERTIFICATE & VERIFICATION

OTHER APPLICATION TYPES

Status of a Request

- Select Certificate and Verification

Vital record order status

Please enter the information below so we can find your certificate or verification letter order. Only orders placed after 9/1/2019 are searchable. You cannot look up an amendment order status.

Status of a Request

- Select Certificate and Verification
- Enter at a minimum: Order number and Order date(mm/dd/yyyy).
- Optional information: Type of record (Birth, Death, Marriage, Divorce), Date of event on record(mm/dd/yyyy), First name on record, and Last name on record.

Status of a Request

Please enter the information below so we can find your certificate or verification letter order. Only orders placed after 9/1/2019 are searchable. You cannot look up an amendment order status.

Order information

Order number

g608273

Order date (MM/DD/YYYY)

09/01/2020

Type of record [Optional](#)

Death



TEXAS
Health and Human
Services

Texas Department of State
Health Services

Status of a Request

Order information

Order number

G608273

Initial Order Date

09/01/2020

Requestor first name

Requestor last name

**SUNSET MEMORIAL FUNERAL
HOME - BROWNSVILLE**

Record type

DEATH LONG

Current

Status

**Order
Completed**

Completed

Date

09/02/2020

Status of a Request – Other Application Type

What is the status of my mail order?

Use this form to find out the status of a vital record order you submitted by mail. (For orders submitted on Texas.gov, see the [Texas.gov Order Status](#) form.)

Status of a Request – Other Application Type

- Can look up the status of a mail order. Requestor must enter full name, email address, type of order, name of person on the vital record, date of vital event, and return address on your envelope (street, city, state, zip code).
- Types of order include: Birth certificate, verification of birth, death certificate, verification of death, marriage/divorce verification, correction to a birth certificate, correction to a death certificate, add/change/remove parent from a birth certificate, adoption, and disinterment permit.
- Additional, if have: Tracking no. or 6-digit no. on check.

Status of a Request – Other Application Type

- Example: M503397

What is the status of my mail order?

Use this form to find out the status of a vital record order you submitted by mail. (For orders submitted on Texas.gov, see the [Texas.gov Order Status](#) form.)

All fields marked with an asterisk () must be completed.*

Requester's Contact Information

Your Name:*

Your Email:*

Status of a Request – Other Application Type

Required Order Information

Type of order:*

Correction to a death certificate



Name of person on the vital record:*

Alberta Martin



Date of vital event:*

12/20/2019

(date of birth, date of death, marriage date, etc.)

Return address on your envelope (street, city, state, ZIP):*

PO Box 471457
Fort Worth, TX 76147



Status of a Request – Other Application Type

- Example: M503397

Name and address on your check or money order (name, street, city, state, ZIP):*

PO Box 471457
Fort Worth, TX 76147

Status of a Request – Other Application Type

- Example: M503397

Additional Information

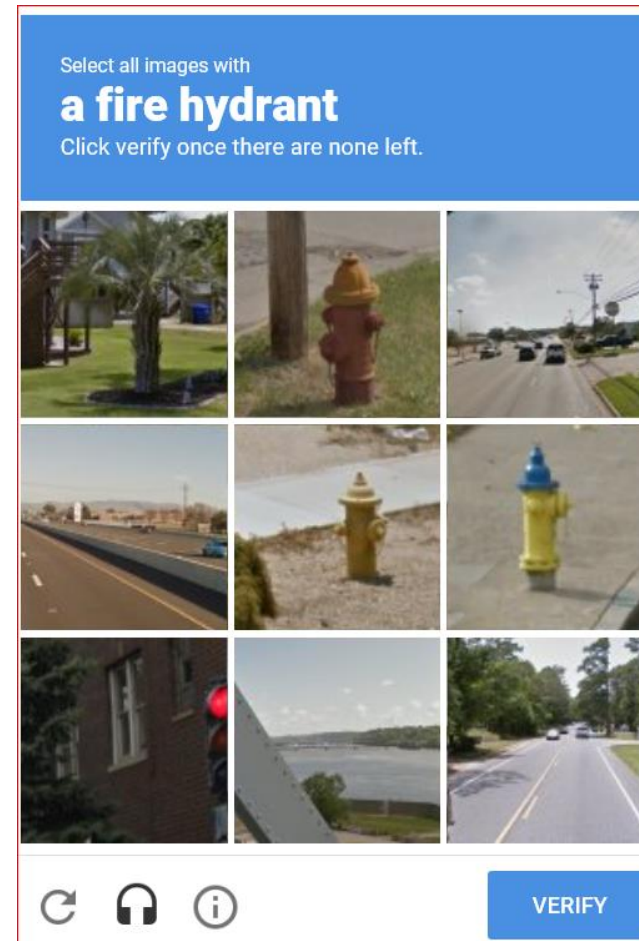
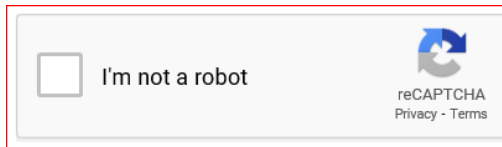
Note: To ensure your status request is processed as quickly as possible, please provide the following information if available/applicable.

If you sent your order overnight, the *tracking number* for your sent mail:

If your check was cashed, the 6-digit number stamped or written on the check:

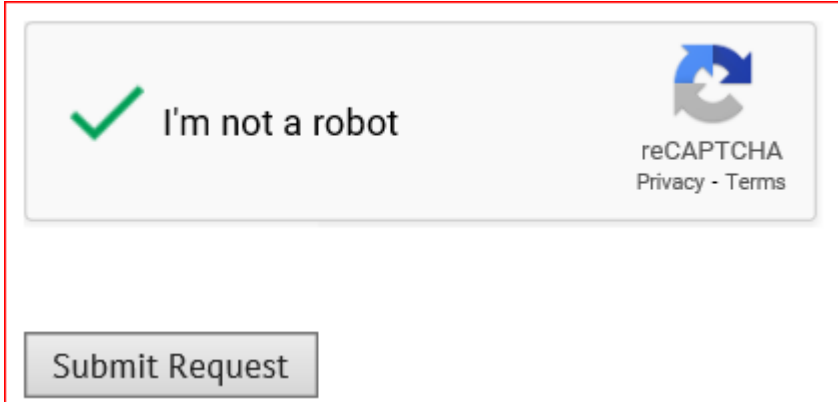
Status of a Request – Other Application Type

- Example: M503397



Status of a Request – Other Application Type

- Example: M503397

A screenshot of a reCAPTCHA verification box. The box is light gray with a thin red border. Inside, on the left, is a green checkmark followed by the text "I'm not a robot". On the right is the reCAPTCHA logo (a blue and gray circular arrow) with the text "reCAPTCHA" and "Privacy - Terms" below it. At the bottom left of the box is a gray button with the text "Submit Request".

✓ I'm not a robot

reCAPTCHA
Privacy - Terms

Submit Request

Status of a Request – Other Application Type

What is the status of my mail order?



Mail Order Status Request Received

Your request for the status of your vital record mail order has been received. Please allow up to 2 business days for a response.

Documentation TxEVER

- Link: <https://www.dshs.texas.gov/vs/field/TxEVER/guides.aspx>

[TxEVER User & Training Guides](https://www.dshs.texas.gov/vs/field/TxEVER/guides.aspx)

Documentation TxEVER

- Link: <https://www.dshs.texas.gov/vs/field/TxEVER/guides.aspx>

Birth Registration/AOP

- [TxEVER Account Management](#) (for local administrators)
- [Birth Registration](#)
- [AOP Registration](#)
- [AOP Administration](#) (for AOP user administrators)
- [Life of a Birth Record](#)
- [Life of an AOP](#)
- [TxEVER Birth Facility User Guide](#)
- [TxEVER Birth Attorney Office User Guide](#)

Documentation TxEVER

- Link: <https://www.dshs.texas.gov/vs/field/TxEVER/guides.aspx>

Death Registration

- [TxEVER Funeral Home Account Management](#) (for local administrators)
- [TxEVER Justice of the Peace/Medical Examiners Account Management](#) (for local administrators)
- [TxEVER Physicians Account Management](#) (for local administrators)
- [Death Registration](#) (for funeral homes)
- [Medical Amendments](#) (for physicians)
- [Medical Amendments](#) (for justices of the peace/medical examiners)
- [Medical Certification](#) (for physicians)
- [Medical Certification](#) (for justices of the peace/medical examiners)
- [Life of a Death Record](#)
- [TxEVER Death Funeral Home User Guide](#)
- [TxEVER Medical Certifier User Guide](#)
- [TxEVER Medical Amendments Quick Reference Guide](#)

Documentation TxEVER

- Link: <https://www.dshs.texas.gov/vs/field/TxEVER/guides.aspx>

Fetal Death Registration

- [Fetal Death Registration User Guide for Medical Certifiers](#)
- [Fetal Death Registration User Guide for Funeral Homes](#)
- [Fetal Death Acceptance User Guide for Local Registrars](#)

Local Registrars

- [TxEVER Birth Local User Guide](#)
- [TxEVER Death Local User Guide](#)
- [TxEVER Remote Issuance User Guide](#)

Documentation TxEVER

- Link: <https://www.dshs.texas.gov/vs/field/TxEVER/guides.aspx>

Training Guides

The following training guides provide in-depth training of the TxEVER system.

Birth Registration

- [TxEVER Birth Training Guide](#)

Death Registration/Medical Certification

- [TxEVER Funeral Home Training Guide](#)
- [TxEVER Medical Certification Training Guide](#)

Documentation TxEVER

- Link: <https://www.dshs.texas.gov/vs/field/TxEVER/guides.aspx>

Local Registrars

[TxEVER Birth Local Training Guide](#)

[TxEVER Death Local Training Guide](#)

Training Toolkits

In addition, you may utilize these helpful toolkits for a successful transition to TxEVER.

- [Training Toolkit for Birth Registrars](#)
- [Training Toolkit for Funeral Homes](#)
- [Training Toolkit for Justices of the Peace](#)
- [Training Toolkit for Local Registrars](#)
- [Training Toolkit for Physicians](#)

Documentation TxEVER – Shortcuts

- Link: <https://www.dshs.texas.gov/vs/field/TxEVER/guides.aspx>

Birth Registration/AOPs

- [Shortcuts for AOP Certified Entities](#)
- [Shortcuts for Birth Registrars](#)

Death Registration

- [Shortcuts for Funeral Homes](#)
- [Shortcuts for Medical Certifiers](#)

Death Registration

- [Shortcuts for Funeral Homes](#)
- [Shortcuts for Medical Certifiers](#)

Fetal Death Registration

- [Shortcuts for Medical Certifiers](#)
- [Shortcuts for Funeral Homes](#)
- [Shortcuts for Local Registrars](#)
- [Shortcuts for Local Administrators](#)

Local Registrars

- [Shortcuts for Local Registrars](#)

VSSRecordsmanagement – When to Use

- Verify a record, such as the misspelling of a name.
- Example: On a birth record, the information for the first name is listed as Ann. On the image of a birth record, the first name is listed as Anne.
- Replacement copy of a record: Obtain a record that was created before 2019 that the state has and the local registrar does not have.
- Example: Receive an amendment in the local print queue. Do not have the original record.

VSSRecordsmanagement – When to Use

- Email address: vssrecordsmanagement@dshs.texas.gov

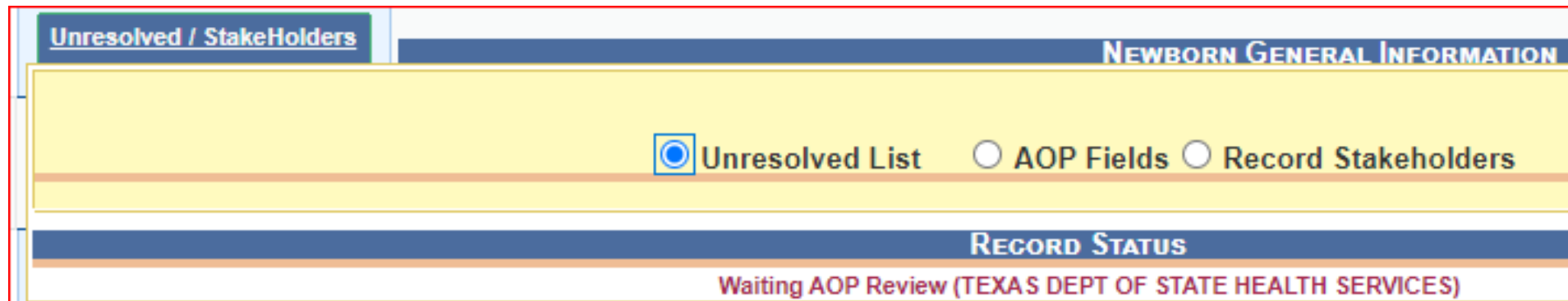
| | |
|---------------------------------------------------------------------------------------|--|
| Name on Record: | |
| Date of Birth: | |
| Date of Death: | |
| State File # (if known): | |
| Image copy or Info verification? | |
| Reason for request *(e.g. illegible image, asterisks in TxEVER): | |
| <i>*Please include customer application and ID with requests if applicable</i> | |

VSSRegistration – When to Use

- Acknowledgement of Paternity (AOP) and AOP Rescissions including TxEVER AOP state review queues and all requests from the OAG's office
- Birth, Death, and Fetal Death Registration including TxEVER local reassignment and locally submitted records state review queues

VSSRegistration – When to Use

- Acknowledgement of Paternity (AOP) Example: A parent states that a child's birth certificate is unavailable. You look up the status of a record, and click the Unresolved / Stakeholders button.



The screenshot displays a web interface for VSSRegistration. At the top left, there is a tab labeled 'Unresolved / Stakeholders'. To its right, a blue header bar contains the text 'NEWBORN GENERAL INFORMATION'. Below this header, a yellow rectangular area contains three radio button options: 'Unresolved List' (which is selected), 'AOP Fields', and 'Record Stakeholders'. Below the yellow area, another blue header bar is labeled 'RECORD STATUS'. Underneath this, the text 'Waiting AOP Review (TEXAS DEPT OF STATE HEALTH SERVICES)' is displayed in red.

VSSRegistration – When to Use

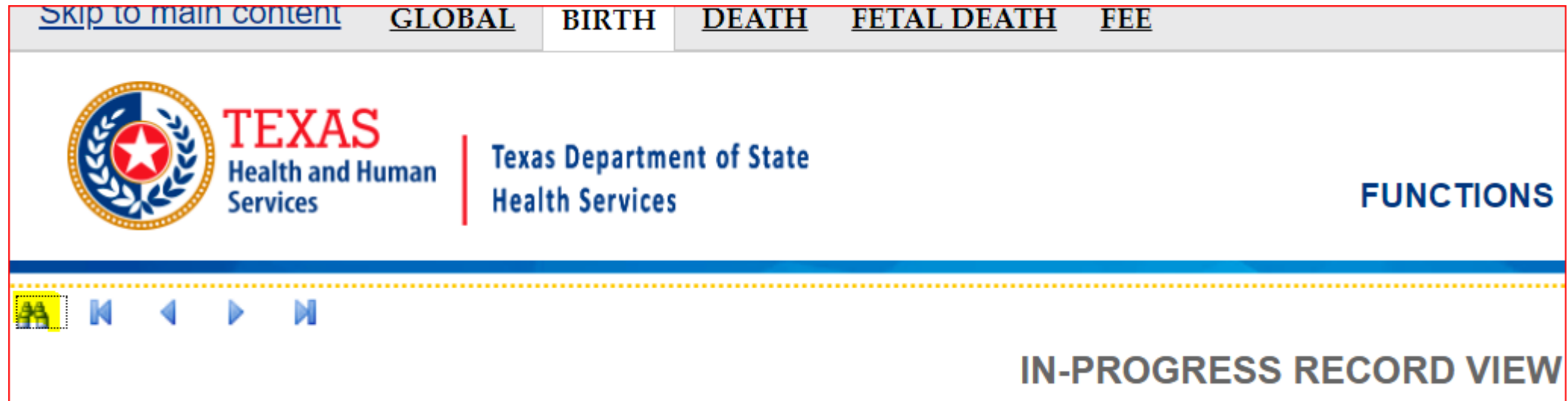
- The birth record does not receive a state file number until the AOP is approved.
- Email: vssregistration@dshs.texas.gov
- Request that the AOP for the birth record be checked.

Determine the Status of a Record

- Scenario: Local Registrar is asked if received a birth record.
- We will search for Vera Wells, date of birth: 11/30/2020
- It is not in the Birth → Local Acceptance Queue

Determine the Status of a Record

- Log into TxEVER.
- Go to: Birth → Function → View In-progress Records
- Select the binoculars to search for the record.



Determine the Status of a Record

- Search for the record using the last name and the date of birth.
- The record should be displayed on the bottom half of the screen.
- Highlight the record by clicking on it. Click the “Select Record(s)” button.

Determine the Status of a Record

| NEWBORN INFORMATION | | | | MOTHER'S INFORMATION | | | |
|--------------------------------------------------------------------------------------------------------------|-------------------------------------------------|--|--|-------------------------------|---------------------------------------|--|--|
| EBR Number: | <input type="text"/> | | | (Current) First Name-Mother: | <input type="text"/> | | |
| (Child) First Name: | <input type="text" value="VERA"/> | | | (Current) Middle Name-Mother: | <input type="text"/> | | |
| (Child) Middle Name: | <input type="text"/> | | | (Current) Last Name-Mother: | <input type="text"/> | | |
| (Child) Last Name: | <input type="text" value="WELLS"/> | | | Mother's Maiden First Name: | <input type="text"/> | | |
| (Child) Suffix: | <input type="text" value="--Select a value--"/> | | | Mother's Maiden Middle Name: | <input type="text"/> | | |
| Child's Date of Birth: * (ex. 00/00/2020 if month and day are not known, 02/00/2020 if day is not known.) | <input type="text" value="00/00/2020"/> | | | Mother's Maiden Last Name: | <input type="text"/> | | |
| Child's Time of Birth: | <input type="text" value="__:__"/> | | | Mother's Date of Birth: | <input type="text" value="__/__/__"/> | | |
| Time of Birth (AMPM Indicator): | <input type="text" value="--Select a value--"/> | | | Mother's Medical Record #: | <input type="text"/> | | |
| Child's Sex: | <input type="text" value="--Select a value--"/> | | | | | | |
| Birth Order: | <input type="text" value="--Select a value--"/> | | | | | | |
| State File Number: | <input type="text"/> | | | | | | |

| EBR Number | (Child) First Name | (Child) Middle Name | (Child) Last Name | (Child) Suffix | Child's Date of Birth | Child's Time of Birth | Time of Birth (AMPM) |
|-----------------|--------------------|---------------------|-------------------|----------------|-----------------------|-----------------------|----------------------|
| 099999940639169 | VERA | | WELLS | | 2020/11/30 | 11:00 | AM |

Determine the Status of a Record

- The record should be displayed on the bottom half of the screen.
- Highlight the record by clicking on it. Click the “Select Record(s)” button.

| EBR Number | (Child) First Name | (Child) Middle Nam | (Child) Last Name | (Child) Suffix | Child's Date of Birtl | Child's Time of Birtl |
|-----------------|--------------------|--------------------|-------------------|----------------|-----------------------|-----------------------|
| 099999940639169 | VERA | | WELLS | | 2020/11/30 | 11:00 |

Page 1 of 1

Search

Select Record(s)

Determine the Status of a Record

- Go to the bottom of the screen. Click “GO”.

IN-PROGRESS RECORD VIEW

Unresolved Work Queue:
WELLS, VERA (C), 2020/11/30

Go

Determine the Status of a Record

- Click on the Stakeholder's button on the left side of the screen
- Click the link “Unresolved / Stakeholders” to view the current status:



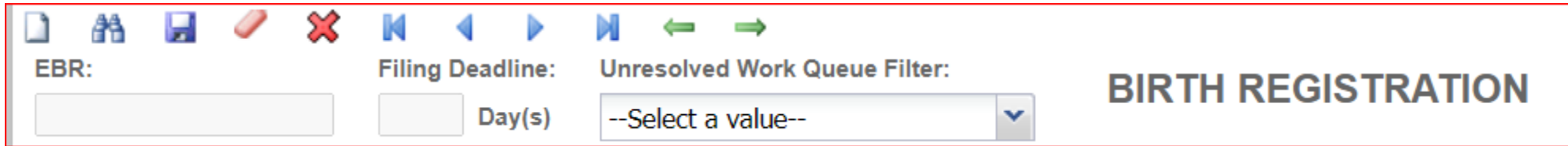
The screenshot displays a web application interface. At the top, a blue header bar contains the text "Unresolved / Stakeholders" in white, which is circled in red. Below this, a yellow panel contains three radio buttons: "Unresolved List" (selected), "AOP Fields", and "Record Stakeholders". To the right of this panel is a close button (X). Below the yellow panel, a blue header bar contains the text "RECORD STATUS". Underneath, a yellow box displays the text "Waiting AOP Review (TEXAS DEPT OF STATE HEALTH SERVICES)". At the bottom, a white input field is labeled "First Name:".

Determine the Status of a Record

- If the record has received a state file number, select Legal View. Use the same steps as listed above.
- The same type of search can be done for a death record.
 - Has not received a state file number, select In-progress Record.
 - Has received a state file number, select Legal View.
- Hospitals also can search for the status of records.

Hospital: Status of a Record

- Hospitals also can search for the status of a birth record.
- Go to: Birth → Function → Birth Registration



The screenshot shows a software interface for birth registration. At the top, there is a toolbar with icons for file operations (document, folder, save, delete, print) and navigation (back, forward, search, etc.). Below the toolbar, there are three main sections: 'EBR:' with a text input field, 'Filing Deadline:' with a text input field followed by 'Day(s)', and 'Unresolved Work Queue Filter:' with a dropdown menu showing '--Select a value--'. To the right of these sections, the text 'BIRTH REGISTRATION' is displayed in a large, bold, blue font.

Hospital: Status of a Record

- Enter the name and date of birth. If found, record is on bottom.

| | | | |
|--------------------------------------------------------------------------------------------------------------|-------------------------------------------------|-------------------------------|----------------------|
| EBR Number: | <input type="text"/> | (Current) First Name-Mother: | <input type="text"/> |
| (Child) First Name: | <input type="text" value="VERA"/> | (Current) Middle Name-Mother: | <input type="text"/> |
| (Child) Middle Name: | <input type="text"/> | (Current) Last Name-Mother: | <input type="text"/> |
| (Child) Last Name: | <input type="text" value="WELLS"/> | Mother's Maiden First Name: | <input type="text"/> |
| (Child) Suffix: | <input type="text" value="--Select a value--"/> | Mother's Maiden Middle Name: | <input type="text"/> |
| Child's Date of Birth: * (ex. 00/00/2020 if month and day are not known, 02/00/2020 if day is not known.) | <input type="text" value="11/00/2020"/> | Mother's Maiden Last Name: | <input type="text"/> |
| Child's Time of Birth: | <input type="text" value="__:__"/> | Mother's Date of Birth: | <input type="text"/> |
| Time of Birth (AMPM Indicator): | <input type="text" value="--Select a value--"/> | Mother's Medical Record #: | <input type="text"/> |
| Child's Sex: | <input type="text" value="--Select a value--"/> | | |
| Birth Order: | <input type="text" value="--Select a value--"/> | | |

| EBR Number | (Child) First Name | (Child) Middle Name | (Child) Last Name | (Child) Suffix | Child's Date of Birth |
|-----------------|--------------------|---------------------|-------------------|----------------|-----------------------|
| 099999940639169 | VERA | | WELLS | | 2020/11/30 |

Hospital: Status of a Record

- Clicking on Unresolved / StakeHolders button shows status.

EBR: 099999940639169

WELLS, VERA (C), 2020/11/30

Unresolved / StakeHolders

| User ID | Action |
|-----------|-------------------------------------|
| JUMOSHIER | Record created. |
| JUMOSHIER | Record updated. |
| JUMOSHIER | Record certified. (Certified by JUA |
| JUMOSHIER | Record released. |

How to Find Record or Amendment in Local Print Queue to Reprint

- Search for 2019 records: Search by local file number and Change document filter
- Search for records prior to 2019: Search by state file number in print queue

How to Find Record or Amendment in Local Print Queue to Reprint

•

| Reprinting by Local File Number vs. State File Number | | Search Parameters |
|-------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
| Searching by LFN (2019 Records Only) | <ul style="list-style-type: none">Local file numbers are displayed as 8 digits long. The FIRST two digits are the Local ID Number and the LAST six digits are the File number. (Sample: LL##### - the Local ID is LL & File number is #####)Search by only the last six numbers. | Local Print Queue Document Filter: All Death Documents •All Previously Printed •LFN Range Year: 2019 From: ##### To: ##### |
| Searching by SFN (All Records) | <ul style="list-style-type: none">State file numbers are displayed as 10 digits long. The FIRST six digits are the file number and the LAST four digits are the year of event. (Sample: #####YYYY - the File number is ##### & year of event is YYYY)State File numbers created in TER and migrated to TxEVER may not have the SFN displayed as 10 digits. If only 6 Digits are displayed, use all 6 Digits and the Year of event. | Local Print Queue Document Filter: All Death Documents •All Previously Printed •SFN Range Year: YYYY From: ##### To: ##### |

Thank you

- Thank you for attending the Annual Conference.